

**OCCUPANT EMERGENCY PLAN
2011
NORFOLK FEDERAL BUILDING
EMERGENCY SERVICE
Revised: December 2010**

| | |
|--|----------------------|
| POLICE | Dial 911 |
| FEDERAL PROTECTIVE SERVICE (FPS) | Dial 650-3277 |
| PARAMEDICS/RESCUE SERVICES- CITY OF NORFOLK | Dial 911 |
| FIRE | Dial 911 |
| BOMB THREAT OR INCIDENT | Dial 911 |

NORFOLK FEDERAL BUILDING:

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| COMMAND POST (DURING AN EMERGENCY LOCATED ON 1ST FLOOR NFB) Guard Desk # | Dial 441-6864 |
| EMERGENCY NUMBER ONLY GUARD DESK | Dial 441-3229 |
| SECURITY GUARD DESK | Dial 441-6858 |
| BUILDING MANAGER | Dial 441-3330 |
| DESIGNATED OFFICIAL | Dial 213-3840 |
| LAW ENFORCEMENT SECURITY OFFICER (LESO) | Dial 441-3227 Cell 650-3277 |
| SAM SHUTTLEWORTH | Dial 441-3673 Cell 377-6311 |
| NF BLDG CLOSURE INFORMATION LINE | Dial 213-3998 |

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OCCUPANT EMERGENCY PLAN
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OCCUPANT EMERGENCY PLAN NORFOLK FEDERAL BUILDING

Section 1. Purpose

This Occupant Emergency Plan, hereinafter referred to as the Plan, describes standard operating procedures for the physical protection of all employees and visitors in the Norfolk Federal Building, hereinafter referred to as the Building. These procedures cover fires, bomb threats, explosions, demonstrations, sit-ins, civil disorders, terrorist actions and other emergency situations.

Section 2. Authority

General Services Administration (GSA) Handbook PBS, P-2460. 1A,
“Disaster Control and Civil Defense in Federal Buildings.”
GSA Federal Property Management Regulations (FPMR) 101.20.504, Amendment D-74.
GSA Bulletin FPMR D-17, “Public Buildings and Space.”
GSA Handbook PBS, P-5930.2A, “Emergency Plans for Protection of Facilities.”

Section 3. Scope

The responsibilities, procedures and reportage contained in the Plan are applicable to all occupant agency employees and visitors in the Building as directed in the Plan.

Section 4. Administrative Responsibilities

.01 General Services Administration:

GSA is responsible for the protection of the Building and for the safety of all occupants. The GSA representative, hereinafter referred to as the Building Manager, assists in the achievement of the plan by:

- (1) Providing leadership, assistance and follow-up to the Occupant Emergency Organization, hereinafter called the Organization;
- (2) Cooperating with local civil defense authorities in achieving objectives of the disaster control and civil defense programs for the Building;
- (3) To the extent possible, installing and maintaining protective equipment, such as warning devices, alarm systems, and firefighting apparatus;
- (4) To the extent possible, providing the Organization with members who are technically qualified in the operation of utility systems;
- (5) Promoting training for Building operations and others, as required;
- (6) Informing the Designated Official on all current and pertinent information;
- (7) Serving as a member of the Organization (see Section 5.01).
- (8) While GSA’s building management staff will issue NFB credentials to those individuals who present a formal written request from their local agency head housed in the Norfolk Federal Building, GSA will not attempt to verify individual clearances or compliance with the existing BSC’s issuance and exceptions policy, granting access is now, and will remain, the responsibility of the agency requesting said credentials.

.02 Team Manager, IRS/ Norfolk LB&I

The Team Manager, IRS/ Norfolk as head of the Building’s primary tenant, is the Designated Official of the Plan (see Section 5.01) for authority and responsibility.

Section 5. Organization & Member Responsibilities

.01 Occupant Emergency Organization: (see Attachment 1)

The Organization consists of designated tenant employees who, during emergencies, provide the Building with trained personnel to implement the activities specified in the Plan.

Members of the Organization are:

- (1) **Designated Official:** The LB&I Team Manager, IRS Norfolk, is the Designated Official of the Plan. The Designated Official is responsible for:
 - a. Developing and maintaining the Plan.
 - b. Coordinating (with all tenant agencies), staffing, and training for the Organization.
 - c. Executing the Plan in emergencies, along with the Building Manager and the LESO (Law Enforcement Security Officer, FPS)
- (2) **Technical Advisors**
 - a. The Building Manager, GSA, provides information and advice to the Occupant Emergency Organization about the Building and its operation prior to and during emergencies.
 - b. Law enforcement/Security Specialist, FPS provides information and advice about emergency procedures.
- (3) **Medical Coordinator:** The Health Unit nurse, Public Health Service, is the Medical Coordinator and is responsible for:
 - a. Identifying available medical emergency services.
 - b. Maintaining necessary medical equipment and supplies.
 - c. Arranging Cardiopulmonary Resuscitation (CPR), first aid and other necessary training.
 - d. Maintaining a list of qualified medical team members
 - e. Providing information advice to the Occupant Emergency Organization.
- (4) **Damage Control Coordinator:** The Building Manager, GSA, is the Damage Control Coordinator and is responsible for:
 - c. Identifying utilities, fire protection, communication and other emergency equipment in the Building.
 - b. Identifying hazardous substances in the Building.
 - c. Maintaining an emergency call list for utility and hazardous substance emergencies.
 - d. Directing members of the Damage Control Team in the performance of duties specified in the Plan.
 - e. Providing information and advice to the Designated Official.

- (5) **Bomb Incident Coordinator:** Sam Shuttleworth, Inspector K-9, Federal Protective Service is responsible for:
 - a. Coordinating **Norfolk Police, ATF, FBI, Virginia State Police** and other appropriate law enforcement agencies in assembling and directing Bomb Teams.
- (6) **Other Duties of the Organization Members:** All members of the Organization may have additional and distinct responsibilities other than those listed above. They may also have different stations to report to depending on the type of emergency. Refer to the appropriate section for those responsibilities.

.02 Emergency Monitor Team

Appropriate management officials of all tenant agencies within the Building appoint members of the Emergency Monitor Team listed below for their respective floor. The names, telephone numbers and floor numbers of monitors are forwarded to the Designated Official, Room 539, for listing (see Attachment 2). It is the joint responsibility of each Floor Monitor and all tenant agencies to keep this information current. The Emergency Monitor Team (Attachment 3) consists of:

- a. **Floor Monitor:** Also see Section 6 for Building Evacuation duties. In carrying out his/her responsibilities, the Floor Monitor supervises the activities of the following Emergency Monitor Team Member:
 - (1) **Alternate Floor Monitor:** The Alternate Floor Monitor acts for the Floor Monitor in his/her absence and performs any duties assigned by the Floor Monitor.
 - (2) **Stairway Monitor:** The Stairway Monitor is responsible for inspecting stairwells to and from their floor for safe personnel passage during emergencies and performing specific duties as outlined in Section 6 through 12.

.03 Damage Control Team: Under the direction of the Damage Control Coordinator, the Damage Control Team is responsible for controlling all utilities during an emergency. The Damage Control Team is comprised of GSA operations personnel and contracted personnel and reports directly to the Damage Control Coordinator (i.e. the Building Manager).

.04 Bomb Incident Team: The Bomb Incident Team is comprised of personnel who are trained on bomb and bomb incident practices. Members of the Team are selected and directed by the Bomb Incident coordinators.

.05 Command Post

- (1) **Primary Command Post:** The Contract Security Guard Post in the Lobby on the Ground Floor of the Building is the Primary Command Post during emergencies. The LESO will ensure that the Command Post is open and active.
- (2) **Alternate Command Post:** In the event the primary Command Post cannot be occupied, an alternate Command Post will be established in cooperation with the Norfolk Police Department. The LESO will contact the Norfolk Police Department and request assistance.

Section 6. Building Evacuation

.01 General Evacuations: Only the Designated Official, Building Manager or activation of the Fire Alarm System requires a General Evacuation of the building. During a General Evacuation, personnel shall evacuate the building per Section 6.04 and proceed to the Evacuation Assembly Location (MacArthur Mall) per Section 6.09. A General Evacuation may also be ordered by the Designated Official, the Building Manager or the LESO.

.02 Limited Evacuation: All limited evacuation (e.g. specific floor, area, agency, etc.) are made on the verbal order of an authorized official (e.g. agency head, first-line supervisor, floor monitor, etc.) depending upon the nature of the emergency. However, certain members of the organization, as outlined in Section 6 through 12, must be immediately informed of such actions.

.03 Types of Alarms

- (1) Internal
 - a. The Building's existing alarm system consists of a combination of a short series of audible tones followed by voice instructions. The instructions will provide individuals with evacuation information.
 - b. In the event that the alarm system is not working, evacuation instructions will be given over the building's PA system.
- (2) External
 - a. At present, there are no external alarm systems within the City of Norfolk, including Civil Defense warnings (see Section 13 or Civil Defense Procedures).

.04 Evacuation Routes: Personnel on each floor and within specific areas on each floor have specific routes to follow. These routes are listed in Attachment 4. The evacuation routes have been assigned to prevent “**Bottlenecks**” and provide safety for all personnel. Faster moving traffic should stay to the left side of the stairwell all others please move to the right. All employees within the Building are required to use their assigned evacuation routes unless directed otherwise by the Stairway Monitors. In addition, smoking is prohibited during evacuation.

.05 Evacuations of Disabled Personnel: All occupant agencies should arrange to furnish names of disabled personnel to the appropriate Floor Monitor on each floor. Disabled personnel including persons with heart conditions should give their names to their supervisors. In the instance that a disabled person is visiting a Federal employee, it is the employee's responsibility to assist the handicapped person to the Floor Monitor who should be located in the center of the floor by the elevators unless he/she has received the all clear from the Stairway Monitors.

When the floor is clear except for disabled personnel, the Floor Monitor will escort all disabled persons to either the North or South stairwell exit landing and instruct them to remain there until further instructions are received, or the arrival of Emergency Service Personnel (ESP).

The Floor Monitor will report to the Designated Person the number and location of disabled persons remaining in the Building (use Attachment 5).

The Designated Person will report to the Fire Department (or other Emergency Service Personnel), Command Post- the number and location of disabled persons remaining in the Building.

Any further evacuation of disabled persons will be the responsibility of the emergency-service personnel, such as members of the Norfolk Fire Department.

.06 Doors: When a general evacuation occurs, Floor Monitors are responsible for seeing that **all interior doors are closed but not locked** unless their agency has designated specific restricted areas requiring locked doors.

.07 General Public Areas: The contract guard service has continuing responsibility in monitoring general public access areas such as restrooms, lobbies, entrances, foyers, stairways and the immediate outside area, as well as their specific assigned duties within the Building.

.08 Building Clearances:

- (1) Each Stairway Monitor inspects the stairwells to and from his/her floor and reports to the Floor Monitor that they are safe/unsafe for evacuation. The Stairway Monitor waits for personnel on the floor to evacuate and then precedes the Floor Monitor in leaving.
- (2) Each Floor Monitor remains on his/her floor until the floor is cleared.

The Designated Official receives reports from Floor Monitors at the **Floor Monitor Reporting Location, the Contract Security Office, on first floor of Norfolk Federal Bldg.** or if the emergency dictates, at the Alternate Command Post established in cooperation with the Norfolk Police Department (see Section 5.05 (2)).

.09 Personnel Exit: Employees exiting the Building should proceed to the MacArthur Mall via the safest path possible and assemble in the Food Court located on the third floor.

.10 Recall of Personnel: When the Designated Official orders that the Building is to be reoccupied by personnel, they will be notified by an appropriate signal or security representative. Once the emergency has been cleared and re-entry authorized the following order of entry will be in effect:

1. Building personnel with NFB badges. These personnel may enter either through the security turnstile (angel wings) or through one of two entry lines manned by the guards.
2. Government personnel that do not have their building ID (or those with government ID's that are not building tenants) will enter after all the personnel with badges have been cleared. These persons will have to pass through security screening, but will be given priority over visitors/vendors seeking re-entry.
3. After all building/government personnel have re-entered the building normal security screening operations will begin and the general public may enter the building.

Leave, absence and other duty concerns are governed by employee's respective agencies and employees will conduct themselves accordingly.

11. After hours NFB pedestrian entry: All personnel in possession of NFB credentials should be aware of the fact that the Granby Street card access(handicap)_ door is the only entry and exit point for foot traffic between the hours of 6:00 PM to 6:00 AM daily, and all day Saturdays & Sundays.

12. After hours garage utilization for vehicles: NFB personnel who need to work late may utilize the parking garage after 5:00 PM Monday-Friday and all day Saturday & Sunday. While the after hours time frame is considered to be open parking in the garage, please be advised that the spaces reserved for FPS on the first level of the garage are not to be used at any time, by any personnel, other than those working for FPS. All NFB personnel utilizing the garage after hours should never use the garage roll-up doors to enter or exit the garage on foot.

Section 7. Fire

.01 Employee Actions: Any employee discovering a Fire, however small, should take the following actions, in order:

- (1) PULL THE NEAREST FIRE ALARM BOX
- (2) CALL EMERGENCY SERVICES (NORFOLK POLICE DEPARTMENT) Dial 9-911
- (3) CALL THE DESIGNATED OFFICIAL Dial 9-213-3840

.02 Building Evacuations: The alarm will activate the evacuation alarm and general evacuation of the Building will commence. (see Section 6)

.03 The Organization: Designated Official will activate the Organization (see Section 4 through 12) which includes notifying the Technical Advisors.

.04 Fire-Fighting Equipment: Members of the Damage Control Team, as directed by the Damage Control Coordinator, will handle the Building's fire-fighting equipment and cooperate fully with the Norfolk Fire Department's official-in-charge.

Section 8. Bomb Incidents

.01 Awareness: All agency officials are encouraged to keep employees aware of potential bomb incidents. Awareness training is available by/thru the FPS LESO. This includes letter/package bombs, planting of bombs and bomb threats. Employees may make cursory checks, which mean NOTICING ANYTHING UNUSUAL OR SUSPICIOUS IN THEIR IMMEDIATE AREA AND REPORTING IT. It does not include any other actions. At no time will a suspicious package be touched or manipulated.

.02 Employee Actions:

- (1) **Bomb Threat:** any Employee receiving a direct bomb threat should try to take the following actions in order:
 - a. Try to remain calm listen carefully to the caller, and try to get as much information listed on Attachment 6, Bomb Threat/Incident Report as possible. DO NOT HANG UP THE RECEIVING PHONE. DO NOT TOUCH WINDOWS, DOORS OR LIGHT SWITCHES OR USE YOUR CELLULAR PHONE.
 - b. Alert his/her supervisor immediately. (The supervisor will make a quick assessment of the threat and based on the assessment contact either the Designated Official or Emergency service.)
 - c. **Call Emergency Services**
Bomb Incident Coordinator Dial 9-475-9142
and call the Designated Official Dial 9-213-3840
(if the caller says the bomb is in his/her area, alert his/her supervisor and evacuates the area before doing step (c).)
 - d. Complete the bomb Threat/Incident Report (Attachment 6) within 24 hours and forward it to the Occupant emergency coordinator or Law Enforcement personnel. Employees are also governed by their own Agency's reporting requirements.
- (2) **Finding or Suspecting a Bomb:** Any employee finding or suspecting a bomb: (unusual or suspicious item, package or equipment) should take the following actions in order:
 - a. DO NOT APPROACH OR TOUCH THE ITEM.
 - b. WARN FELLOW EMPLOYEES TO STAY AWAY.
 - c. ALERT HIS/HER SUPERVISOR.
 - d. FOLLOW HIS/HER SUPERVISOR'S INSTRUCTIONS ON AREA EVACUATION: DO NOT TOUCH WINDOWS, DOORS OR LIGHT SWITCHES OR USE YOUR CELLULAR PHONE.
 - e. CALL EMERGENCY SERVICES- Bomb Incident Coordinator Dial 9-475-9142 and call the DESIGNATED OFFICIAL Dial 9-213-3840.
 - f. Complete the Bomb Threat/Incident Follow-up Report (Attachment 7) within 24 hours and forward to the Designated Official or LESO personnel. Employees are also governed by their own agency's requirement.

Section 9. Civil Disturbances

.01 Awareness: Civil Disturbances include demonstration, including employee job actions, sit-ins, marches, or threat of such action by a person or group.

.02 Employee Actions: Any employee knowing or receiving knowledge of an actual civil disturbance should take the following actions, in order:

- (1) Report the information immediately to his/her supervisor.
- (2) Call Emergency Services Norfolk Police Dial 9-911
and call the Designated Official Dial 9-213-3840
(also follow his/her supervisor's instructions)
- (3) General:
 - a. Remain apart from any civil disturbance.
 - b. Remain away from lobbies, corridors, windows and glass doors.
 - c. Refrain from making public statements or civil disturbances.
 - d. **DO NOT TRY TO PHYSICALLY RESTRAIN OR REMOVE ANY PERSON INVOLVED IN CIVIL DISTURBANCES.**
- (4) Complete the Terrorist/Civil Disturbance Incident Report (Attachment 8) and forward to the Physical Security Specialist.

.03 Law Enforcement: The LESO, the Designated Official and the Building Manager will determine if appropriate agencies are to be contacted and other such contacts to be made (see Section 15 on Legal Jurisdiction).

Section 10. Hazardous Materials

.01 Type: Hazardous Materials include:

- (1) Exposed electric wiring.
- (2) Gas leaks.
- (3) Gasoline and other flammables.
- (4) Cleaning fluids and solvents.
- (5) Grease and oil accumulations
- (6) Any unknown substance/material
- (7) Powdery substance.

.02 Employee Actions: Any employee finding actual or suspected Hazardous materials should take the following actions, in order:

- (1) Call the Damage Control Coordinator Dial 9-441-3330
- (2) Alert his/her supervisor
- (3) Call the Designated Official Dial 9-213-3840
- (4) Call the LESO Cell 9-650-3277 Dial 9-441-3227

.03 The Damage Control Coordinator: The Damage Control Coordinator will inform the Designated Official as soon as possible to provide information on the status of the situation.

.04 The Organization: The Designated Official will make a determination on activating the organization and contacting the appropriate agencies for assistance.

.05 Hazardous Materials: Toll-free Chemtrec is: 1-800-424-9300

.06 WARNING SIGNS: When a person touches chemicals that cause a burning sensation, blistering, and/or nerve disorders; breathes fumes that cause a person to have difficulty in breathing, nausea and/or vomiting; breathes vapors from a powdery substance that result in breathing difficulty, nausea, and/or vomiting; suddenly sees unexplained smoke or vapors in an area; or, receives powdery substances in the mail, are all warning signs. **(HEED ANY WARNINGS ON PACKAGES).**

.07 WHAT TO DO: REMAIN CALM! Warn co-workers of potential danger. Screen area to prevent approach to spilled materials. Close doors to prevent access to areas containing potentially hazardous fumes. Leave immediate area. **REPORT IMMEDIATELY!!!**
IF AN EMPLOYEE IS SICK OR INJURED EITHER ESCORT OR REMOVE PERSON TO SAFE AREA. If you're contaminated with a potentially toxic spill or powdery substance, decontaminate yourself within five minutes of exposure. Thoroughly wash contaminated skin with soapy water. Stay away from employees. **Call 9-911** for medical assistance OR call for the **Federal Occupational Health Unit 9-441-6501.** Ask fellow employees to wait for the ambulance and escort them into the building. Contact your manager.

.08 MANAGERS WILL ADVISE:

| | |
|--|------------------------|
| GSA Building Manager | Dial 9-441-3330 |
| Security Guard Station Control Center | Dial 9-441-6858 |
| Designated Official (IRS) | Dial 9-213-3840 |

.09 THE GSA BUILDING MANAGER WILL ASSESS THE SITUATION AND CONTACT ONE OR MORE OF THE FOLLOWING ORGANIZATIONS:

| | |
|---------------------------------|------------------------------|
| EMERGENCY ASSISTANCE | Dial 9-911 |
| HAZMAT COORDINATOR | Dial 9-1-800-424-9300 |
| NATIONAL RESPONSE CENTER | Dial 9-1-800-424-8802 |

Section 11. Terrorist Actions

.01 Awareness: Bomb Threats/Incidents are outlined in Section 8. Other Terrorist actions include the kidnapping of officials, occupying buildings and taking hostage.

.02 Employee Actions:

(1) If Directly Involved: Try to remain calm and do nothing to antagonize "Terrorist."

(2) If not involved:

- Call the **EMERGENCY SERVICE-NORFOLK POLICE 9-911**
- Report any information to your supervisor
- Call the Designated Official **Dial 9-213-3840**
- Call the LESO **Dial 9-441-3227/Cell 9-650-3277**

.03 The Organization: The Building Manager and the Designated Official will make a determination on activating the Organization.

.04 Law Enforcement: The Building Manager and the Designated Official will determine if appropriate agencies are to be contacted (see Section 14 on legal Jurisdiction).

Section 12. Natural Disasters:

.01 Awareness: Natural Disasters include:

- (1) Flood
- (2) Hurricane
- (3) Tornado
- (4) Earthquake
- (5) Heavy Wind
- (6) Heavy Snow

.02 Employee Actions:

- (1) Follow respective agency's instructions on dismissals, leave and office closing.
- (2) Listen to radio/television for announcements during off-duty hours.
- (3) Evacuate Building if ALARM sounds (see Section 6).
- (4) Follow "FIRE" procedures (see Section 7) if sudden Building damage occurs.
- (5) In the case of a tornado, refer to Section 14, Shelter in Place.

.03 The Organization: The Designated Official will give instructions if a report of a Natural Disaster is received or activate the Organization if sudden Natural Disaster affects the Building.

.04 Building Evacuation: The Designated Official or Building Manager determines if a general/partial evacuation or movement of personnel to shelter areas is to be ordered.

Section 13. Civil Defense

Awareness: At present, local, state and federal Civil Defense authorities are reorganizing Civil Defense Procedures. There is currently no warning system in effect in Norfolk other than Radio/TV. This Plan will be amended when updated material is published.

Section 14. Shelter In Place

The types of emergencies where shelter in place procedures should be initiated include, but are not limited to:

Biological or chemical related, civil disturbance, explosions or fires in close proximity to the building, natural disasters, inclement weather, criminal activity outside the building, requests or orders by federal officials. There is no single strategy for preparing a response to potential terrorist attacks involving biological, nuclear, or chemical weapons. Response actions should be taken based on the attack and circumstances involved; i.e., the type of weapon, location and distance from the attack, wind direction and other factors such as building construction, heating and air conditioning systems, design of windows and a wide range of other factors.

.01 Procedures:

- (1) Use all available resources to get the word out – intercom, email, voice mail system, telephone, OEP monitors, and/or office-to-office personal notification.
- (2) Law Enforcement Security Officer, Building Manager and Designated Official will monitor the status of the threat, and keep building occupants informed.
- (3) During shelter in place conditions, everyone is urged to remain as calm as possible while this threat condition is in effect.

.02 Law Enforcement Security Officer Responsibilities:

- (1) The LESO will consult with local and federal emergency response officials and provide recommendations to the Designated Official about issuing a shelter in place condition.
- (2) The LESO guides the efforts of monitors stationed at each entry to enforce a high level shelter in place and support the security guard force to the extent necessary.

.03 Designated Official Responsibilities: The OEP Designated Official or alternate issues the order authorizing a shelter in place, including the level and duration, under the advice of the LESO and the Building Manager.

.04 Building Management Responsibilities:

- (1) The Building Manager issues the all-clear notification, or provides other guidance as directed by the appropriate authority. The Designated Official should report any problems to the LESO.
- (2) The Building Manager shall ensure all air handling equipment systems (air intakes, heating, ventilation, and/or air conditioning, the water intake system) and all doors leading into the building are secure.

.05 Employee Preparedness and Individual Responsibilities:

- All should remain clear of building doors, windows and building entrance or exit.
- Remain within your workspace unless other guidance is received.
- Establish an accountability plan for personnel within your office.
- If you are taking prescription or other medication, keep a supply on you at all times.
- A small cache of non-perishable food items and bottled water may be maintained at your workstation.
- Each office should have a portable radio, several flashlights and a supply of fresh batteries.
- Discuss with your manager any special needs that may require consideration.
- Review your building Occupant Emergency Plan (OEP). Learn to recognize your OEP monitors. OEP monitors are available to provide incident status reporting and to relay other incident related communications.
- Water conservation must be practiced for the duration of this condition.
- Contact anyone you know from your section who is off the premises; advise them of this condition and to seek a secure shelter.

Section 15. Legal Jurisdiction

.01 Jurisdiction: For Law Enforcement purposes, the Building operates under a concurrent legislative jurisdiction. The GSA Handbook, PBS P5930.17, states “Concurrent Legislative Jurisdiction is the term applied in those area wherein granting to the United States authority which should otherwise amount to exclusive jurisdiction over the area, the State concerned has reserved to itself the right to exercise concurrently with the United States all of the same authority.”

In simpler language, this means that law enforcement agencies (e.g. Norfolk Police Department, Virginia State Police, FBI, U.S. Customs, ATF, U.S. Secret Service, IRS-CID, etc.) may conduct law enforcement proceedings in and around the Building.

.02 Security: Although GSA Law Enforcement has the primary requirement for perimeter security, during an emergency special agents from Criminal Investigation Division (IRS) will maintain perimeter security upon request. If it becomes necessary the Senior Agent in Charge from (IRS-CID) may request assistance from the other law enforcement agencies. Public agencies which may be requested to act in emergencies outlined in the Plan include, but are not limited to:

(1) Fire

- | | |
|---|------------|
| a. Norfolk Fire Department | Dial 9-911 |
| b. Norfolk Police Department | Dial 9-911 |
| c. Notify the Commander Officer of The 1 st Patrol Division, Norfolk Police Department | Dial 9-911 |
| d. Emergency Services Paramedics | Dial 9-911 |

(2) Bomb Incidents:

- | | |
|---|-----------------|
| a. Norfolk Police Department | Dial 9-911 |
| b. ATF | Dial 9-616-7400 |
| c. FBI | Dial 9-455-0100 |
| d. Virginia State Police | Dial 9-424-6800 |
| e. Other appropriate agencies selected by ATF or FBI. | |
| f. Bomb Disposal units selected by ATF or FBI. | |

(3) Civil Disturbances:

- a. U.S. Attorney (must be contacted to issue specific and consistent Instructions to all Law Enforcement agencies).
- b. FBI
- c. Norfolk and State Police
- d. Norfolk Fire Department
- e. U. S. Marshals
- f. National Guard
- g. Other appropriate agencies selected by the U. S. Attorney.

(4) Terrorist Actions:

Same as Section 14.02 (3) above

Section 16. Reporting

.01 Immediate: Prior to and during emergencies in and around the Building, verbal, written and telephone requests are made as outlined in several Sections of the Plan.

.02 Written/Follow-up: The Bomb Threat/Incident, Bomb Threat/Incident Follow-up and Terrorist Civil Disturbance Incident Reports are always completed and forwarded to the Law Enforcement/Security Specialist within 24 Hours. In addition, certain members of the Organization (e.g. Bomb Incident Coordinator) may require partial information from reports during an emergency.

.03 Home Agency: All employees are governed by their own agency's reporting requirements.

.04 Team Manager/IRS/Norfolk: The TM/IRS/Norfolk, as the primary tenant, has further reports to complete on emergencies and forward to its own officials, GSA etc., and has its own internal instructions.

Section 17. Security of Classified and Sensitive Material

Should there ever be occasion for such storage and an emergency situation arises, it must be locked in security containers. In extreme emergencies, the security containers will be evacuated to a more secure location at each agency's discretion.

.01 Occupant Agencies: Occupant agencies will be governed by their respective agency guidelines on storage of classified information in their areas.

.02. All Other Documents: All other sensitive documents should be adequately protected from unauthorized disclosure during an evacuation or other emergency as provided for in respective documenting security requirements for each agency.

Section 18. Effect On Other Documents

These instructions supersede all prior Occupant Emergency Plans for the Norfolk Federal Building.

**OCCUPANT EMERGENCY PLAN
NORFOLK FEDERAL BUILDING
ATTACHMENT LIST**

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Attachment 1

OCCUPANT EMERGENCY ORGANIZATION **EMERGENCY ROSTER**

| OFFICIAL | NAME | PHONE NO: | ROOM |
|---|--|--|---|
| Designated Official | Quinton J. Ferguson | 213-3840 | 539 |
| Alternate D.O. | Donna Ferguson | 213-3814 | 539 |
| Operations Manager | Jim Hughes | 441-3332 | 239 |
| Building Manager | Diana Dickey | 441-3792 | 239 |
| Emergency # ONLY Security Desk Law Enforcement Security Specialist | Guard Desk Guard Desk Michael Hoal Sam Shuttleworth | 441-3229 441-6858 Cell 650-3277/441-3227 Cell 377-6311/441-3673 | 1 st Floor 1 st Floor 501 |
| Medical Coordinator | | 441-6501 | 233 |
| Fire Chief | | 911 | |
| Norfolk Police 1 st Patrol Division | | 911 | |
| Norfolk Paramedic Rescue Service | | 911 | |

Attachment 2

EMEGENCY MONITOR TEAM ROSTER

(Form)

Floor: _____

Floor Monitor: _____ Phone: _____

Alternate: _____ Phone: _____

Agency: _____ Room No: _____

Area Monitors

Room: _____ Agency: _____

Monitor: _____ Phone: _____

Alternate: _____ Phone: _____

Room: _____ Agency: _____

Monitor: _____ Phone: _____

Alternate: _____ Phone: _____

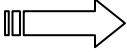

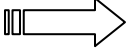

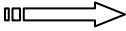

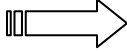

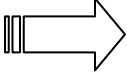

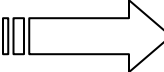

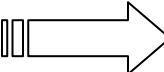

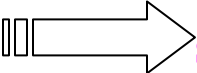
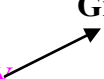
Attachment 3
EMERGENCY MONITOR TEAM
(ROSTER OF MONITORS)

| | | | |
|--|--|--|---|
| Floors Fifth /TM IRS | Designated Official & Alt CR Quinton (Jack) Ferguson Rm 539 213-3840 | | CR and Alternate Official IRS Donna Ferguson Rm 539 213-3814 |
| First IRS | Floor Monitor Carl Foster Rm 114 213-3910 | | Alternate IRS Joann Riddick Rm 114 213-3921 |
| Second GSA | Floor Monitor Rob Quinn Rm 239 441-3125 | | GSA Alternate Lynne Drees Rm 239 441-3331 |
| DOL | Stairway Monitor Rhonda Drennan Rm 212 441-3078 | | Alternate DOL Theresa Magyar Rm 212 441-3077 |
| Third ATF USDA | Floor Monitor Chrisanna McKinney Rm 339 616-7404 Stairway Monitor Inspector In Charge Rm 331 441-3211 | | Alternate ATF Teresa Merhige Rm 339 616-7420 Alternate USDA Inspector In Charge Rm 331 441-3211 |
| Fourth IRS GSA | Floor Monitor Kanesha McGee Rm 402 213-3949 Stairway Monitor Toni Clark Rm 405 441-6510/3155 | (North) | Alternate DEA Jack Faddis Rm 435 314-2200 |
| Fifth OPM IRS OPM IRS | Floor Monitor Marcine Luke Rm 500 441-6421 Paul Schultz 213-3866 Rm 539 213-3855 Stairway Monitor Dianne Hobbs Rm 500 441-3754 Fred Green Rm 539 213-3856 | (North) (South) (North) (South) | Alternate OPM Pat Burger Rm 500 441-3798 IRS Wanda Bailey Rm 539 213-3855 Alternate OPM IRS Ed Cartin Rm 529 213-3882 |



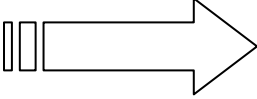
Attachment 3 (cont'd)
EMERGENCY MONITORS TEAM ROSTER

| | | | |
|--------------------------------|--|--------------------|--|
| Floors US Trustee | Sixth Stairway Monitor Jay Legum Rm 625 441-6012 x 106 | (South) | |
| Seventh Coast Guard | Floor Monitor William Gilbert Rm 700 668-5528 Stairway Monitor Angela Vallier Rm 700 668-5577 | (North) | Alternate Chapin Piper Rm 700 668-5504 Alternate Jean Douglas Rm 700 668-5535 |
| Seventh EEO | Floor Monitor Kerith Cohen Rm 739 441-3505 Art Scholtz Rm 739 441-3241 | (South) | Alternate Carolyn Byles Rm 739 441-6670 |
| Eighth NOAA | Floor Monitor Anita Holley 441-6468 Stairway Monitor Cynthia Sears 441-6876 Margaret Rankin 441-6562 Area Monitor Lynn Phipps 441-6881 Ruby Snead 441-6517 Benita Parks | (South) (North) | Alternate Shirley Kinchen 441- 3420 Alternate Joyce Freeman 441-6584 Melissa Sampson 441-6561 Alternate Melissa Sampson 441-6561 Debbie Howton 441-6869 |

Attachment 4
EVACUATION ROUTES

| <u>Floors</u> | <u>Organizational Components</u> | <u>Use Stairway</u> | <u>Exit</u> |
|----------------------|--|---|--|
| First | W & I (IRS) Walk-In Contract Guards U S Bankruptcy Hearing Room W & I (IRS) SPEC |  NORTHWEST |  Granby St |
| Second | Building Manager (GSA) Rm 237 Health Unit GSA Room 222 |  SOUTH STAIRWAY |  Granby St |
| | USDA Room-202 Worker's Compensation Program |  NORTH STAIRWAY |  Granby St |
| Third | USDA Room 331 Alcohol, Tobacco & Firearms (ATF) |  SOUTH STAIRWAY |  Granby St |
| Fourth | DCIS DEA Criminal Investigation(IRS) Dept of Commerce (DOC) GSA Supply Rm 405 |  NORTH STAIRWAY |  Granby St |
| Fifth | OPM Federal Protective Svc (LESO) |  NORTH STAIRWAY |  Granby St |
| | SB/SE(IRS) LB&I (IRS) |  SOUTH STAIRWAY |  Granby St |
| Sixth | Trustee (US Bankruptcy) U.S. Customs Inspec U.S. Secret Service OSHA Food & Drug Admin |  SOUTH STAIRWAY |  Granby St |

Attachment 4 (cont'd)
EVACUATION ROUTES

| <u>Floors</u> | <u>Organizational Components</u> | <u>Use Stairway</u> | <u>Exit</u> |
|----------------------|--|--|--------------------|
| Seventh | DOL Wage & Hour DOL Bureau of Labor Statistics S.C.O.R.E. |  | Granby St |
| | U.S. Coast Guard Vessel Documentation (CG) Marine Safety Office (CG) EEOC |  | Granby St |
| Eighth | NOAA |  BOTH <u>SOUTH</u> & <u>NORTH</u> STAIRWELLS TO BE USED DEPENDING ON EASE OF ACCESS | Granby St |

NOTE: **Employees on floors FOUR through EIGHT using the North stairwell exit are NOT TO USE THE DOUBLE DOORS ON THE GARAGE LEVEL.** Use the single door exiting on Granby Street.

Attachment 5
DISABLED EMPLOYEES
(Form)

Floor: _____
Employee Info

Buddy Info

Name: _____

Name: _____

Room # _____

Room# _____

Disability: _____

Agency: _____

Name: _____

Name: _____

Room # _____

Room# _____

Disability: _____

Agency: _____

Name: _____

Name: _____

Room # _____

Room# _____

Disability: _____

Agency: _____

Name: _____

Name: _____

Room # _____

Room# _____

Disability: _____

Agency: _____

Name: _____

Name: _____

Room # _____

Room# _____

Disability: _____

Agency: _____

Name: _____

Name: _____

Room # _____

Room# _____

Disability: _____

Agency: _____

Attachment 6
BOMB/THREAT INCIDENT REPORT

***Forward to Occupant Emergency Coordinator within 24 hours. Telephone or Verbal Threat - Remain Calm, Fill In Blanks.**

1. It is a:
Bomb Threat () Demonstration Threat ()
Other Type of Threat () _____
2. Exact Words by Caller (if possible): _____

3. Keep Caller on Phone – Ask:
When is it set for? _____
Where is it? _____
What Kind of Bomb? _____
Why are you doing this? _____

Who are You? _____
4. Voice on the phone:
Man () Woman () Child () Age _____
Speech - Intoxicated () Speech Impediments () Accent () _____
5. Background Noise: Music ___ Children ___ Airplane ___ Talking ___ Traffic ___
Typing ___ Machines ___ Other _____

6. Miscellaneous:
Time _____ Date _____ Day of the Week _____
7. Reporting:
Call received by _____ Phone # _____
Agency _____ Room# _____

Attachment 7
BOMB/THREAT INCIDENT FOLLOW-UP REPORT

1. Officials notified of initial report: _____
2. Public area search conducted: YES () NO ()
3. Complete search of all room/offices conducted YES () NO ()
4. Evacuation: Partial: YES () NO ()
Complete: YES () NO ()
Time evacuation began: _____ Time evacuation ended: _____
Number of employees involved: _____ Staff hours: _____
5. Increased Security:
Was package inspection/identification instituted? YES () NO ()
Were entrances and exits placed under control? YES () NO ()
Was personnel identification required to enter the building? YES () NO ()
6. Were suspicious items found? YES () NO ()
Description of items: _____
Action taken: _____
Final identification and disposition of items: _____
7. Bomb device found? YES () NO ()
Description of item: _____
Action taken: _____
Final identification and disposition of item: _____
8. Bomb device functioned? YES () NO ()
Time _____ Date _____ Location _____ Floor _____
Number of persons killed _____ Number of persons injured _____
Dollar estimate of damage _____ Amount of Physical damage _____
9. Miscellaneous: _____
10. Other actions taken: _____
- 11 Recorder: Name _____ Phone # _____
Agency: _____ Room _____
Agency Address: _____
Position Title: _____

Attachment 8
TERRORIST/CIVIL DISTURBANCE INCIDENT REPORT

***Forward to Occupant Emergency Coordinator or Law Enforcement Official. Telephone or Verbal Action - Remain Calm, Fill In Blanks**

1. Exact Words Used by Caller: _____

2. Keep Caller Talking – Ask:
When is action or deadline? _____
Where is location? _____
Why are you doing this? _____
Who are You? _____

3. Voice:
Man () Woman () Child () Age _____
Speech- Intoxicated () Speech Impediments () Accent () _____

4. Background Noise (If by Phone)
Music ____ Children ____ Airplane ____ Talking ____ Traffic ____ Typing ____
Machines ____ Other _____

5. Description (If In Person)
Man ____ Woman ____ Child ____ Age ____ Height ____ Weight ____ Race ____
Clothes _____
Physical Marks _____

6. Miscellaneous:
Time _____ Date _____ Day of the Week _____

7. Reporting:
Call received by _____ Phone# _____
Agency _____ Room # _____

Attachment 9
Federal Protective Service Guidance on
How to Handle Suspicious and Possibly Contaminated Mail

USE THE FOLLOWING NUMERS IN CASE OF EMERGENCY

| | |
|--------------------------------------|--|
| Local Police/Fire/Hazmat | 9-911 |
| Local FPS | 9-441-3227 (Off), 650-3277 (Cell) |
| Local FBI | 9-455-0100 |
| State Police (Emergency Only) | 9-424-6800 |
| FPS MEGACENTER | Life Threatening Emergencies 1-800-525-5726 |

BACKGROUND:

This information provides guidance to associates of GSA-managed properties concerning the general handling of mail and for steps to take in the event a suspicious letter, package, or object is encountered. These procedures are being provided due to the current threat that presently exists regarding mail that could be tainted with anthrax or some other biological agent.

GENERAL PRECAUTIONS FOR MAIL HANDLING:

A mail screening/handling location has been set up adjacent to the Building mail boxes on the first floor. All agencies are encouraged to use this location to initially screen their mail. GSA/Building Management has provided a table, gloves, masks and plastic bags for use by the agency screeners.

- Examine unopened envelopes/packages
- If the envelope/package does not appear to be suspicious as outlined below, proceed to open mail
- Use latex gloves when handling mail
- Use of other protective gear, such as protective mask, should be considered
- Restrict access to mail room to only authorized individuals

SOME CHARACTERISTICS OF SUSPICIOUS PACKAGES AND LETTERS

INCLUDE THE FOLLOWING:

- Excessive postage, no postage, or non-canceled postage
- No return address or fictitious return address
- Handwritten, block printed or poorly typed addresses
- Improper spelling of addressee names, titles, or locations
- Title, but no name
- Unexpected envelopes from foreign countries
- Suspicious or threatening messages written on packages
- Postmark showing different location than return address
- Distorted handwriting or cut and paste lettering
- Unprofessionally wrapped packages or excessive use of tape, strings, etc.
- Packages marked as “Fragile—Handle with Care”, “Rush—Do Not Delay”, “Personal” or “Confidential”
- Rigid, uneven, irregular, or lopsided packages
- Packages that are discolored, oily, or have an unusual odor
- Packages with soft spots, bulges, or excessive weight
- Protruding wires or aluminum foil
- Visual distractions.

HOW TO HANDLE ANTHRAX AND OTHER BIOLOGICAL AGENT THREATS

Many facilities in communities around the country have received anthrax threat letters. Most were empty envelopes; some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents.

DO NOT PANIC:

Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do so the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics.

Anthrax is not spread from one person to another person. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

IF YOU RECEIVE A SUSPICIOUS PACKAGE, LETTER, OR OBJECT:

- Do Not Open the Package
- Immediately report the incident to local Federal Protective Service officials.
- Remain calm.
- Close off immediate area as best as possible or go to next closest office space.
- Call the Federal Protective Service, local law enforcement agency, or servicing emergency medical service. Provide the following information:
 1. Your name
 2. Your location
 3. A number you can be reached
 4. A comprehensive as possible description of the object
 5. Remain in the area outside of space where suspected object is located and advise fellow co-workers to avoid area.
 6. Cooperate with responding law enforcement and emergency medical units.
 7. Do not leave area until instructed to do so by responding units.

FOR OPENED PACKAGES WHICH CONTAIN SUSPICIOUS MATERIALS:

- Do not shake or empty the contents of the suspicious package
- Place the package in a plastic bag or some other type of container to prevent the leakage of contents. If no container is readily available, cover the package or envelope with anything available (e.g., trash can, clothing, paper) and do not remove the cover.
- Isolate the package and close off the room by shutting all doors and windows
- Keep others from entering the area
- Do not touch your eyes, nose, or any other part of your body
- Wash hands vigorously as soon as possible with soap and water
- Make a list of all people who had contact with the package
- If possible, close down the building ventilation system
- If clothing is heavily contaminated, do not brush vigorously
- Immediately report the incident to local Federal Protective Service officials.

REGARDING A SUSPICIOUS UNOPENED LETTER OR PACKAGE MARKED

WITH THREATENING MESSAGE SUCH AS “ANTHRAX”:

1. Do not shake or empty the contents of any suspicious envelope or package.
2. PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
3. If you do not have any container, then COVER the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
4. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
5. WASH your hands with soap and water to prevent spreading any powder to your face.
6. What to do next:
 - Notify your supervisor and on site security personnel.
 - Use the emergency numbers listed above to notify emergency personnel.
7. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to law enforcement officials for further investigation and so that the local public health authorities can be notified in order that proper instructions can be given for medical follow-up (if necessary).

REGARDING ENVELOPE WITH POWDER AND POWDER SPILLS OUT INTO SURFACE:

1. DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
2. Then LEAVE the room and CLOSE the door, or section off the area to prevent others entering (i.e., keep others away).
3. WASH your hands with soap and water to prevent spreading any powder to your face.
4. What to do next:
 - Notify your supervisor and on site security personnel.
 - Use the emergency numbers listed above to notify emergency personnel.
5. REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
6. SHOWER with soap and water as soon as possible. Do Not Use Bleach or Other Disinfectant On Your Skin.
7. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to law enforcement officials for further investigation and so that the local public health authorities can be notified in order that proper instructions can be given for medical follow-up (if necessary).

QUESTION OF ROOM CONTAMINATION BY AEROSOLIZATION:

For example: small device triggered, warning that air-handling system is contaminated, or warning that a biological agent has been related in the building or office.

1. Turn off local fans or ventilation units in the area.
2. LEAVE area immediately.
3. CLOSE the door or section off the area to prevent others from entering (i.e. keep others away).
4. What to do next:
 - Notify your supervisor and on site security personnel.
 - Use the emergency numbers listed above to notify emergency personnel.
5. SHUT down air handling system in the building, if possible.
6. If possible, list all people who were in the room or area. Give this list to law enforcement officials for further investigation and so that the local public health authorities can be notified in order that proper instructions can be given for medical follow-up (if necessary).

NORFOLK FEDERAL BUILDING
LONG TERM VISITOR POLICY

MAY 2005

- * Long term visitors are those government employees visiting the building from one to four weeks. It does not include contractors.
- * The head of agency will provide a list of visitors to Federal Protective Services (Mike Hoal/Sam Shuttleworth) in advance of the visit.
- * The list will be sent to the guards' station on the first floor.
- * Visitors will present their agency-issued credentials to the guards each time they enter the building. The guard will compare to the sheet and the visitor will be allowed to by-pass the detectors.
- * The guards have no authority to allow anyone not on the list to bypass normal security procedures.
- * Law enforcement personnel are not required to use this process; they must present their credentials and badge and may by pass the detectors. If the guard has any question, they will contact the visiting agency.
- * Long term contractors and government visitors exceeding four weeks must apply for a building pass with a picture.
- * All building passes are obtained from GSA with a letter from the agency head approving the issuance.